

Electronic Acknowledgement Receipt

EFS ID:	8353061
Application Number:	10645438
International Application Number:	
Confirmation Number:	7992
Title of Invention:	Management of queues in contact centres
First Named Inventor/Applicant Name:	Tony McCormack
Customer Number:	23644
Filer:	Mark A Hagedorn/Maggie Ballesteros
Filer Authorized By:	Mark A Hagedorn
Attorney Docket Number:	920673-94702
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		94702response.pdf	660021 21a58a0922f864e942f80f1b64ea72d7e747257d	yes	16

Multipart Description/PDF files in .zip description

Document Description	Start	End
Request for Continued Examination (RCE)	1	2
Extension of Time	3	3
Amendment Submitted/Entered with Filing of CPA/RCE	4	16

Warnings:

Information:

2	Fee Worksheet (PTO-875)	fee-info.pdf	31856 ca2b67864ec6ad681534c2106af86dcb7f2ddcfc	no	2
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Warnings:

Information:

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If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

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